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EXAMINER	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/809,927	BARNES-LEON ET AL.	
	Examiner	Art Unit	
	HO SHIU	4152	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *24 March 2004*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-33* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-33* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *03 August 2004* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

1. Claims 1-33 are pending in this application.

Double Patenting

2. The nonstatutory double patenting rejection is based on a judicially created doctrine grounded in public policy (a policy reflected in the statute) so as to prevent the unjustified or improper timewise extension of the "right to exclude" granted by a patent and to prevent possible harassment by multiple assignees. A nonstatutory obviousness-type double patenting rejection is appropriate where the conflicting claims are not identical, but at least one examined application claim is not patentably distinct from the reference claim(s) because the examined application claim is either anticipated by, or would have been obvious over, the reference claim(s). See, e.g., *In re Berg*, 140 F.3d 1428, 46 USPQ2d 1226 (Fed. Cir. 1998); *In re Goodman*, 11 F.3d 1046, 29 USPQ2d 2010 (Fed. Cir. 1993); *In re Longi*, 759 F.2d 887, 225 USPQ 645 (Fed. Cir. 1985); *In re Van Ornum*, 686 F.2d 937, 214 USPQ 761 (CCPA 1982); *In re Vogel*, 422 F.2d 438, 164 USPQ 619 (CCPA 1970); and *In re Thorington*, 418 F.2d 528, 163 USPQ 644 (CCPA 1969).

A timely filed terminal disclaimer in compliance with 37 CFR 1.321(c) or 1.321(d) may be used to overcome an actual or provisional rejection based on a nonstatutory double patenting ground provided the conflicting application or patent either is shown to be commonly owned with this application, or claims an invention made as a result of activities undertaken within the scope of a joint research agreement.

Effective January 1, 1994, a registered attorney or agent of record may sign a terminal disclaimer. A terminal disclaimer signed by the assignee must fully comply with 37 CFR 3.73(b).

3. Claims 1 and 18 are rejected on the ground of nonstatutory obviousness-type double patenting as being unpatentable over claims 1 and 11 of U.S. Patent No. 7,287,041.

Instant Application	7,287,041

1. A method in a computing system for managing a service request, the method comprising:	1. A method in a computing system for managing **enterprise data**, the method comprising:
extracting service request information in a first form that is associated with a first source computerized service request management system;	extracting first **enterprise information** in a first form that is associated with a first source computerized system;
converting the service request information in the first form into service request information that is in a second intermediate form; and	converting the **first enterprise** information in the first form into **corresponding first enterprise** information that is in a second intermediate form; and
converting the service request information in the second intermediate form into service request information in a target form that corresponds to a target computerized service request management system.	converting the first **enterprise information** in the second intermediate form into **first enterprise** information that is in a target form that corresponds to a target computerized system
18. A computer-readable medium carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform:	11. A computer-readable medium carrying one or more sequences of instructions for managing enterprise data, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform
extracting service request information in a first form that is associated with a first source computerized service request management system;	extracting second **enterprise** information in a third form that is associated with a second source computerized system that is distinct from the first source computerized system, wherein the third form is distinct from the first form;
converting the service request information in the first form into service request information that is in a second intermediate form; and	converting the second enterprise information in the third form into second enterprise information that is in the second intermediate form; and
converting the service request	converting the second enterprise information in the second intermediate

information in the second intermediate form into service request information in a target form that corresponds to a target computerized service request management system.	form into second enterprise information that is in the target form.

4. Although the conflicting claims are not identical, they are not patentably distinct from each other because:

It would have been obvious to one skilled in the art at the time of the invention was made to modify the cited steps as indicated in claims 1 and 18 of the instant application with claims 1 and 11 of the Patent because both sets of claims are directed to an identical process for managing information.

5. Claims 1-4, and 18-20 are provisionally rejected on the ground of nonstatutory obviousness-type double patenting as being unpatentable over claims 1-4, 9, 10, and 12 of copending Application No. 10 /696,371.

	10/696,371
Instant Application 1. A method in a computing system for managing a service request, the method comprising: extracting service request information in a first form that is associated with a first source computerized service request management system; converting the service request information in the first form into service request information that is in a	1. A method in a computing system for managing **inventory**, the method comprising: extracting **inventory transaction** information in a first form that is associated with a first source computerized **inventory** management system; converting the **inventory transaction** information in the first form into inventory transaction information that is in a second intermediate form; and

second intermediate form; and	converting the **inventory transaction** information in the second intermediate form into **inventory transaction** information in a target form that corresponds to a target computerized **inventory** management system.
converting the service request information in the second intermediate form into service request information in a target form that corresponds to a target computerized service request management system.	
2. The method of claim 1, further comprising:	2. The method of claim 1, further comprising:
using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:	using the **inventory transaction** information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:
creating a new service request record in the target computerized service request management system; and	creating a new **inventory transaction** record in the target computerized **inventory** management system; and
updating an existing service request record in the target computerized service request management system.	updating an existing **inventory transaction** record in the target computerized **inventory** management system.
3. The method of claim 1, further comprising:	3. The method of claim 1, further comprising:
extracting service request information in a third form that is associated with a second source computerized service request management system that is distinct from the first source computerized service request management system;	extracting **inventory transaction** information in a third form that is associated with a second source computerized **inventory** management system that is distinct from the first source computerized **inventory** management system;
converting the service request information in the third form into	converting the **inventory** transaction information in the third form into **inventory** transaction information that is in the second intermediate form;

service request information that is in the second intermediate form; converting the service request information in the second intermediate form into service request information in the target form; and using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising: creating a new service request record in the target computerized service request management system; and updating an existing service request record in the target computerized service request management system.	converting the **inventory transaction** information in the second intermediate form into **inventory transaction** information in the target form; and using the **inventory transaction** information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising: creating a new **inventory transaction** record in the target computerized **inventory** management system; and updating an existing **inventory transaction** record in the target computerized **inventory** management system.
4. The method of claim 1, wherein the second intermediate form includes a list of service request element with a hierarchy of data components.	4. **The method of claim 1, wherein the second intermediate form includes a list of inventory transactions class with a hierarchy of data elements, wherein the hierarchy of data elements includes a plurality of inventory transaction elements which include other elements.**
18. A computer-readable medium carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform:	9. A computer-readable medium carrying one or more sequences of instructions for managing **inventory**, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform: extracting **inventory transaction** information in a first form that is associated with a first source computerized **inventory** management system;

extracting service request information in a first form that is associated with a first source computerized service request management system;	converting the **inventory** transaction information in the first form into **inventory transaction** information that is in a second intermediate form; and
converting the service request information in the first form into service request information that is in a second intermediate form; and	converting the inventory transaction information in the second intermediate form into **inventory transaction** information in a target form that corresponds to a target computerized **inventory** management system.
converting the service request information in the second intermediate form into service request information in a target form that corresponds to a target computerized service request management system.	10. The computer-readable medium of claim 9, further comprising:
19. The computer-readable medium of claim 18, further comprising:	using the **inventory transaction** information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:
using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:	creating a new **inventory transaction** record in the target computerized **inventory** management system; and
creating a new service request record in the target computerized service request management system; and	updating an existing **inventory transaction** record in the target computerized **inventory** management system.
updating an existing service request record in the target computerized service request management system.	12. **The computer-readable medium of claim 9, wherein the second intermediate form includes a list of inventory transactions class with a hierarchy of data elements.**
20. A data structure for managing a service request, the data structure comprising a list of service request	

element with a hierarchy of data components.	

6. Although the conflicting claims are not identical, they are not patentably distinct from each other because:

It would have been obvious to one skilled in the art at the time of the invention was made to modify the cited steps as indicated in claims 1-4, and 18-20 of the instant application with that of claims 1-4, 9, 10, and 12 of the copending application because both sets of claims are directed to an identical process for managing information.

Claim Rejections - 35 USC § 101

7. 35 U.S.C. 101 reads as follows:

> Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

8. Claims 20-33 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

9. With respect to claim 20, "A data structure" is being recited. A data structure represent non-functional descriptive material which is not one of the statutory subject matter. See MPEP § 2106.01

10. With respect to claims 21-33, there are dependent claims of claim 20. Therefore, they are rejected for the same reasons as claim 20 above as not one of the statutory subject matter. See MPEP § 2106.01

Claim Rejections - 35 USC § 102

11. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

12. **Claims 1-33 are rejected under 35 U.S.C. 102(e) as being anticipated by Jost et al. (US Patent # 6,778,651 B1, hereinafter Jost).**

13. With respect to claim 1, Jost discloses a computing system for managing a service request, the method comprising (Column 6, lines 1-4): extracting service request information in a first form that is associated with a first source computerized service request management system (Column 6, lines 9-13); converting the service request information in the first form into service request information that is in a second intermediate form (Column 6, lines 13-16); and converting the service request information in the second intermediate form into

service request information in a target form that corresponds to a target computerized service request management system (Column 6, lines 22-27).

14. With respect to claim 2, Jost discloses using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising (Column6, lines 50-54): creating a new service request record in the target computerized service request management system (Column 6, lines 63-67); and updating an existing service request record in the target computerized service request management system (Column 6, lines 59-62).

15. With respect to claim 3, Jost discloses extracting service request information in a third form that is associated with a second source computerized service request management system that is distinct from the first source computerized service request management system (Column 7, lines 1-3); converting the service request information in the third form into service request information that is in the second intermediate form (Column 7, lines 1-7); converting the service request information in the second intermediate form into service request information in the target form (Column 7, lines 27-33, 43-48); and using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising (Column 7, lines 19-25, Column 8, lines 43-46): creating a new service request record in the target computerized service request management

system (Column 7, lines 56-61); and updating an existing service request record in the target computerized service request management system (Column 7, lines 66-67, column 8, lines 1-2).

16. With respect to claim 4, Jost discloses the second intermediate form includes a list of service request element with a hierarchy of data components (Column 62, lines 13-15).

17. With respect to claim 5, Jost discloses the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of (Column 62, lines 13-15): a service request common ID component (Column 31, lines 49-52); a service request base data component (Column 27, line 23); a related parent area component (Column 7, lines 8-14, lines 27-33); a related root area component; a related contract component (Column 7, lines 8-14, lines 27-33); a list of related contacts component (Column 10, lines 24-26); a list of related account component (Column 10, 44-50); a list of related owner component (Column 10, 44-50); a status data component (Column 6, lines 28-30, lines 39-41); a related product component for defining internal and external products; a related installed product component for defining customer assets (Column 8, lines 23-27); a related business unit component (Column 10, lines 24-26); a list of related activity component (Column 12, lines 40-43), lines 64-67); and a service request custom data component (Column 6, lines 4-9).

18. With respect to claim 6, Jost discloses the service request base data component includes one or more of: an abstract component for summarizing the service request; a channel source code component; a closed date component for defining when the service request is closed; a commit time component; a description component; a service request number component; and a reported date component (Column 7, lines 8-14).

19. With respect to claim 7, Jost discloses the related parent area component includes a parent area component, wherein the parent area component includes one or more of: a functional area common ID component; a base data component that can include a functional area name component; a list of related sub-areas component that can include any number of related sub-area components; and a functional area custom data component (Column 6, lines 1-9).

20. With respect to claim 8, Jost discloses the related root area component includes a common ID for functional area (Column 6, lines 1-4, Column 8, lines 23-27).

21. With respect to claim 9, Jost discloses the related contract component includes one or more of: a contract common ID component; a contract base data component, wherein contract base data component includes one or more of: a

related contract description component; an effective-to date component; a type code component; a contract number component; an effective-from date component; a response code component; a response time component; and a related contract custom data component (Column 12, lines 8-14).

22. With respect to claim 10, Jost discloses the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component; a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

23. With respect to claim 11, Jost discloses the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data

component; a party base data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

24. With respect to claim 12, Jost discloses the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component, a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

25. With respect to claim 13, Jost discloses the status data component includes one or more of: a priority code component; a severity code component; a status code component; and a sub-status code component (Column 7, lines 8-14).

26. With respect to claim 14, Jost discloses the related product component includes one or more of: a product ID component; a product base data component; a product sales data component; a configuration data component; a related product line component; a list of price type component; a list of related inventory location component; a list of related product component; a list of

related business unit component; and a product custom data component (Column 17, lines 19-23, Column 24, lines 12-19, Column 18, lines 40-42).

27. With respect to claim 15, Jost discloses the related installed product component includes one or more of: a common ID of an installed product component; an installed product base data component; a related parent installed product component; a pricing data component; a related product component a list of related party component; a list of related order component; a related inventory location component; a related business unit component; a list of attribute component; a custom data component; and a list of related installed product component, wherein the list of related installed product component includes one or more of: an external product ID component; an external product base data component; an external product sales data component; an external product configuration data component; an external product related product line component; an external product list of price type component; an external product list of related inventory location component; an external product list of related product component; an external product list of related business unit component; and an external product custom data component (Column 22, lines 38-46, Column 26, lines 19-39, Column 18, lines 40-42).

28. With respect to claim 16, Jost discloses the related business unit component includes a related business unit common ID (Column 37, lines 37-47).

29. With respect to claim 17, Jost discloses the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of: an access code component; a comment on action taken component; a duration component; an end date component, an activity number component; a reason code component; a start date component; a task description of action taken component; a type code component; and a related owner component (Column 44, lines 47-57).

30. With respect to claim 18, Jost discloses instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform (Column 6, lines 1-4): extracting service request information in a first form that is associated with a first source computerized service request management system (Column 6, lines 9-13); converting the service request information in the first form into service request information that is in a second intermediate form (Column 6, lines 13-16); and converting the service request information in the second intermediate form into service request information in a target form that

corresponds to a target computerized service request management system (Column 6, lines 22-27).

31. With respect to claim 19, Jost discloses using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising (Column6, lines 50-54): creating a new service request record in the target computerized service request management system (Column 6, lines 63-67); and updating an existing service request record in the target computerized service request management system (Column 6, lines 59-62).

32. With respect to claim 20, Jost discloses a data structure for managing a service request, the data structure comprising a list of service request element with a hierarchy of data components (Column 62, lines 13-15).

33. With respect to claim 21, Jost discloses the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of (Column 62, lines 13-15): a service request common ID component (Column 31, lines 49-52); a service request base data component (Column 27, line 23); a related parent area component (Column 7, lines 8-14, lines 27-33); a related root area component; a related contract component (Column 7, lines 8-14, lines 27-33); a list of related contacts component (Column 10, lines 24-26); a list of related account

component (Column 10, 44-50); a list of related owner component (Column 10, 44-50); a status data component (Column 6, lines 28-30, lines 39-41); a related product component for defining internal and external products; a related installed product component for defining customer assets (Column 8, lines 23-27); a related business unit component (Column 10, lines 24-26); a list of related activity component (Column 12, lines 40-43), lines 64-67); and a service request custom data component (Column 6, lines 4-9).

34. With respect to claim 22, Jost discloses the service request base data component includes one or more of: an abstract component for summarizing the service request; a channel source code component; a closed date component for defining when the service request is closed; a commit time component; a description component; a service request number component; and a reported date component (Column 7, lines 8-14).

35. With respect to claim 23, Jost discloses the related parent area component includes a parent area component, wherein the parent area component includes one or more of: a functional area common ID component; a base data component that can include a functional area name component; a list of related sub-areas component that can include any number of related sub-area components; and a functional area custom data component (Column 6, lines 1-9).

36. With respect to claim 24, Jost discloses the related root area component includes a common ID for functional area (Column 6, lines 1-4, Column 8, lines 23-27).

37. With respect to claim 25, Jost discloses the related contract component includes one or more of: a contract common ID component; a contract base data component, wherein contract base data component includes one or more of: a related contract description component; an effective-to date component; a type code component; a contract number component; an effective-from date component; a response code component; a response time component; and a related contract custom data component (Column 12, lines 8-14).

38. With respect to claim 26, Jost discloses the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component; a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

39. With respect to claim 27, Jost discloses The data structure of claim 21, wherein the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a party base data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

40. With respect to claim 28, Jost discloses the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component; a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

41. With respect to claim 29, Jost discloses the status data component includes one or more of: a priority code component; a severity code component;

a status code component; and a sub-status code component (Column 7, lines 8-14).

42. With respect to claim 30, Jost discloses the related product component includes one or more of: a product ID component; a product base data component; a product sales data component; a configuration data component; a related product line component; a list of price type component; a list of related inventory location component; a list of related product component; a list of related business unit component; and a product custom data component (Column 17, lines 19-23, Column 24, lines 12-19, Column 18, lines 40-42).

43. With respect to claim 31, Jost discloses the related installed product component includes one or more of: a common ID of an installed product component; an installed product base data component; a related parent installed product component; a pricing data component; a related product component a list of related party component; a list of related order component; a related inventory location component; a related business unit component; a list of attribute component; a custom data component; and a list of related installed product component, wherein the list of related installed product component includes one or more of: an external product ID component; an external product base data component; an external product sales data component; an external product configuration data component; an external product related product line component; an external product list of price type

component; an external product list of related inventory location component; an external product list of related product component; an external product list of related business unit component; and an external product custom data component (Column 22, lines 38-46, Column 26, lines 19-39, Column 18, lines 40-42).

44. With respect to claim 32, Jost discloses the related business unit component includes a related business unit common ID (Column 37, lines 37-47).

45. With respect to claim 33, Jost discloses the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of: an access code component; a comment on action taken component; a duration component; an end date component; an activity number component; a reason code component; a start date component; a task description of action taken component; a type code component; and a related owner component (Column 44, lines 47-57).

46. Any inquiry concerning this communication or earlier communications from the examiner should be directed to HO SHIU whose telephone number is (571)270-3810. The examiner can normally be reached on Mon-Thur (7:30am - 6:00pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Nabil El-Hady can be reached on 571-272-3963. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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